

Complaints against the Chartered Institute for Archaeologists

complaints procedure

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The Chartered Institute for Archaeologists is incorporated by Royal Charter.

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complaints procedure

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COMPLAINT PROCEDURE FOR COMPLAINTS AGAINST THE CHARTERED INSTITUTE FOR ARCHAEOLOGISTS

1. This procedure applies to complaints against the Chartered Institute for Archaeologists (ClfA), including the NVQ Assessment Centre, and not against an individual member, Registered Organisation or the Board of Directors as a whole. These complaints are dealt with through separate processes as set out in the Professional Conduct, Registration of Organisations and Board of Directors regulations.
2. A complaint against ClfA can come about from dissatisfaction about any aspect of ClfA's services, including actions of a member of staff or individual member of the Board of Directors or Advisory Council. The complaint can be about the administration of the NVQ Assessment Centre or conduct of those involved in administration or assessment but not about assessment decisions as they are dealt with through a separate process as set out in the Candidate's Pack.
3. Complaints may be brought by any person or organisation who receives a service from ClfA or who has a legitimate interest in ClfA.
4. A complaint should be submitted using the 'Complaints against the Chartered Institute for Archaeologists' form which is available on request from the ClfA office or on the website at www.archaeologists.net/regulation/complaints and sent to the Head of Governance and Finance
5. All complaints against ClfA are taken seriously. However, in many cases complaints arise from issues that can be resolved by discussion. In the first instance, and before submission of a formal complaint, it would be expected that the issues had been raised with the relevant member of staff with a view to identifying a route to resolution.
6. Overall responsibility for this policy and its implementation lies with the Chief Executive. The policy is approved by the Board of Directors.

Procedure – stage 1

7. Acknowledgement of receipt of a complaint will be sent as soon as possible and within 14 days of receipt along with a copy of the complaint procedure.
8. On receipt of a complaint the Head of Governance and Finance will inform the Chief Executive and Honorary Chair as appropriate. If the complaint involves the Head of Governance and Finance, it will be referred to the Chief Executive.
9. If the complaint involves a named individual, they will be informed of the allegation and given the opportunity to respond.
10. The Head of Governance and Finance (or Chief Executive if appropriate) will discuss the complaint with the relevant parties. The outcome of this will be reported to the complainant.

Procedure – stage 2

11. If the complainant is not happy with the outcome of Stage 1 they can request that the

complaint is reviewed again by the Chief Executive.

12. The Chief Executive will review the documentation from Stage 1 and speak to the member of staff involved in investigating the complaint in this part of the procedure. The Chief Executive may delegate this to another nominated person who was not involved with the original investigation
13. Depending on the nature of the complaint or due to particular circumstances, the Chief Executive may wish to seek assistance from or refer the case to a panel of members of the Board of Directors.
14. A response will be sent in writing to the complainant. This will give the outcome of the Stage 2 investigation and any actions to be taken.
15. The decision of the Chief Executive or nominated person is final.

Confidentiality

16. ClfA will attempt to maintain the confidentiality of complaints at all times and expects the complainant to do the same. A breach in confidentiality may result in the complaint being dismissed by ClfA

Reporting and review

17. ClfA will review complaints on an annual basis and report outcomes and trends to the Board of Directors